N-FOCUS Major Release
Economic Assistance
March 15, 2015

A Major Release of the N-FOCUS system is being implemented March 15, 2015. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

Table of Contents

General Interest and Mainframe 3
Track State ADC 60 Month Time Limits (Change) 3
EA Processing Queue (Change) 3
EA Processing and Language (Change) 3
EA Processing Queue Tie Application (change) 4
EA Processing Queue (Fix) 4
Child Care Review Date (Change) 5
Child Care Units Calculator in Service Authorization (Change) 5
CHARTS Referral (Change) 7
CHARTS Referral List Window (Change) 7
CHARTS Referral Detail Window (Change) 8

Navigating to I-CHARTS (Change) 11
IRF Tracking Changes (Change) 11
ADC Earned Income Tracking Window (Change) 11
Mainframe and Expert System Review/Recertification (Change) 12
Collections (Change) 13
Food Coupons as Collection Type (Change) 13
LIHEAP Supplemental Payments Overpayments (Change) 13
List Service Type Window Sort/Filter Options (Change) 14
Search Claim Window (Change) 14
Search Payment Window (Change) 15
Detail Service Approval (Change) 16
Home Again Service Authorization (Change) 17
Interview Tracking (Fix) 17
Correspondence 17
Expiration of Cert – Elig Review Due (Change) 17
Service Needs Assessment/Plan Notice (Change) 17
PASS Notice of Action Spanish (Change) 17
Service Needs Assessment Plan Notification (Change) 18
Work Tasks 18
Alerts 18
Alert #300 MESA (New) 18
Alert #260 – Send CHARTS Referral (Change) 18
Employment First Program Alerts (Change) 18
Alert #516 EF Case Closed (New) 19
Alert # 514 (New) 19
Electronic Application 19
E-Application Format (Change) 19
Household Member Sort (Change) 20
SNAP and Additional Medical Expense Types (Change) 20
Homemaker Services Removed from E-app (Change) 21
Financial Questions (Fix) 21
Interpreter Needed (Change) 21
Copy and Paste Phone Number from PDF (Change) 21
ACCESSNebraska Training Site (New) 21
Homeless Shelter Living Arrangement (Change) 22
ACCESSNebraska PIN Request with a Future Closed Date 22
Expert System 23
SNAP Recertification Window (Change) 23
Automatic Close of Program Case (Change) 23
EF Program Closure if ADC is Closed (Change) 24
Unearned Income Task (Chang e) 24
Citizenship/Immigration (Change) 25
Child Care 10% Earned Income Disregard (Fix) 25
Child Care Review Date (Change) 25

SNAP Certification Periods (Change) 26
SNAP Automated Certification Period (Change) 26
SNAP Re-Open or Re-Pend (Change)... 27
SNAP Transitional Benefit Reporting (Change) 28
SNAP TBR Notice (Change) 29
3rd Trimester Unborn Configuration (Change) 30
ADC Closure Pop Up (Change) 30
Health Check (Change) 31
Assignment of EF Program Case when added in Expert (Fix) 31

General Interest and Mainframe

Track State ADC 60 Month Time Limits (Change)

Prior to March, 2015, NFOCUS tracked only the Federal 60-month time limits for ADC grant payments. With this release, tracking will be done for both Federal funded ADC months (Nebraska – Federal) and State funded ADC months (Nebraska – State).

EA Processing Queue (Change)

The following changes have been made to the EA Processing Queue with this release.

EA Processing and Language (Change)

Language is now part of the EA Processing Queue, allowing applications to be distributed based on the language of the worker. Workers with a Spanish language designation on their Staff Detail, will receive applications identified as Spanish.

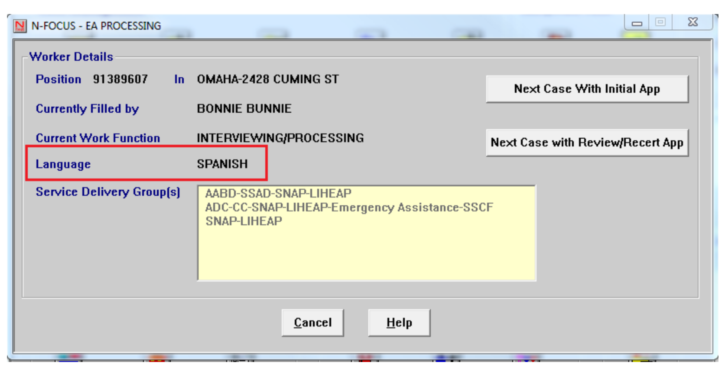
When a Master Case enters the Processing Queue it will be designated as Spanish if:

- The applicant completing an E-Application answered Yes to the question "Do you want an Interpreter" and selects Spanish as the language.

OR

- If the Interpreter Question is not answered on the E-App or a Paper Application was submitted, the primary oral language of the person who is the MC name will be used to determine if the MC is Spanish.

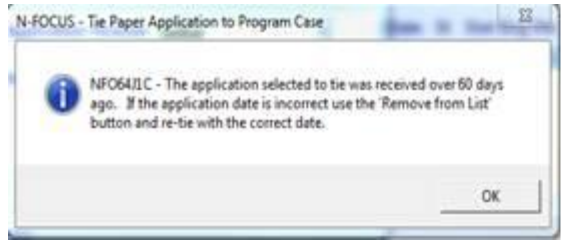
Workers with a Spanish language designation will receive both Spanish and English applications without changing their language information in the Detail Staff window. It is possible a worker with a Spanish language designation may receive MCs with English as their language during the same day they receive MCs with Spanish as their designated language.



The EA Processing window will now display the Language of the logged on user.

EA Processing Queue Tie Application (change)

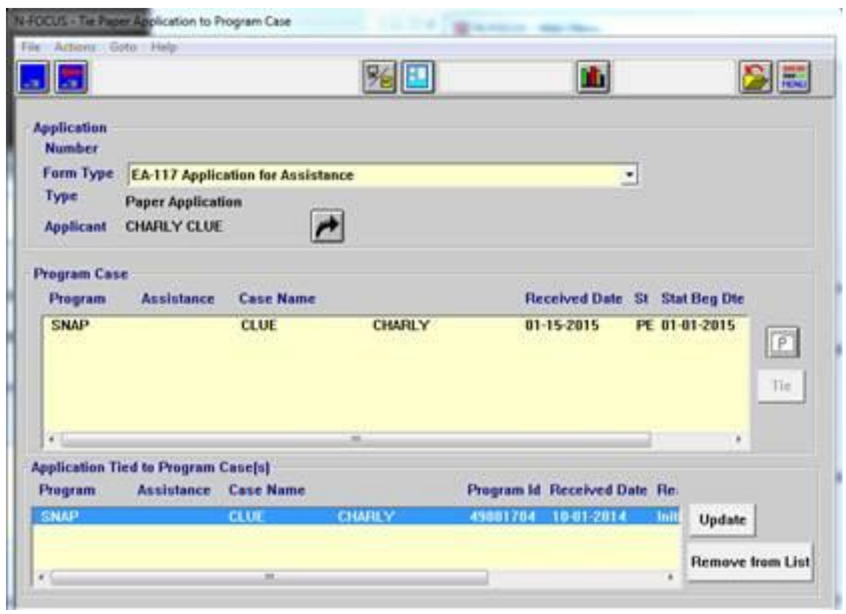
When tying an application to an EA program case, the Tie Paper Application to Program Case message will appear if the application is over 60 days old.



If the selected date is incorrect or an incorrect E-App is selected, you can remove the application from the list and re-tie the correct E-App using the following steps:

1. Click OK on the message.

   You will remain on the Tie Application window.



2. In the Application Tied to Program Case(s) box, highlight the program.
3. Click the Remove from List button.
4. Return to the Program Case box, and highlight the program case again.
5. Click the Tie button to tie using the correct date.

Note: If the application date is correct, click OK to the Tie Paper Application to Program Case message and continue with the Tie action.

EA Processing Queue (Fix)

Prior to this release, when an application was tied to a program case which was closing for the upcoming month, the program case was assigned to the EA Processing position, but the Master Case was not placed in the Processing Queue. This has been fixed. Workers will notice the following changes as they get a Master Case from the EA Processing Queue:

Initial:

1. When the Master Case is received from the Next Case with Initial App button, if any EA program cases are in Processing mode, the mode of the program case will change to Assigned, and the program case will be assigned to the worker who received the Master Case from the Get Next Initial button.
2. Any program case assigned to a 'real worker' remains assigned to that worker.

3. When an EA Program Case is assigned to the EA Processing position, and worker accesses the Master Case via Detail Master Case, and closes the program case assigned to the EA Processing position, the mode of the program case switches to Change Management. If there are other programs in the Master Case assigned to the EA Processing positon, the Master Case remains in the Processing Queue. When the Master Case is accessed from the EA Processing icon, all EA program cases (whether PE, AC, CL or DE) will be assigned to the worker.

Review/Recertifcation:

When the Master Case is accessed from the Next Case with Review/Recert App button, all EA program cases in Universal Case mode, will be placed in Processing mode, regardless of the Program Case status (PE, AC, CL or DE). Workers will need to check the mode of all program cases when they are done working on the Master Case and change them to Change Management.

Child Care Review Date (Change)

When a Child Care Case is approved, the review date will be 12 months out from the first month made active.

Child Care Units Calculator in Service Authorization (Change)

New functionality has been added to the Units and Rates window, allowing for the number of Units to be automatically populated for Child Care Service Authorizations. It will work with new authorizations and renewals. It cannot be used for current authorizations.

A new field, Frequency Category, has been added to the Units and Rates box. There are 5 frequency categories, (Full Time, Part Time, School Age, Full Time in Home, and Part Time in Home) but only the Frequency Categories appropriate for the Service will display (eg. If the Service is School Age Care, the only Frequency Category that displays will be School Age). The number of Units automatically filled will be based on the months of the Service Authorization Dates.

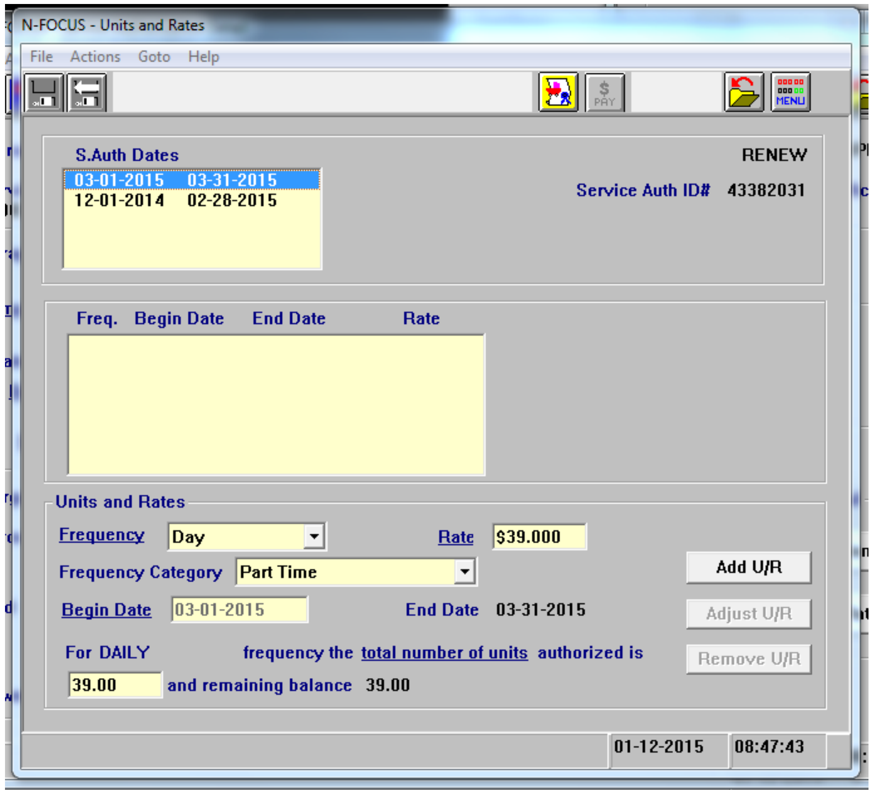
To use this function, follow these steps:

1. From the Service Authorization Detail window, select the Units and Rates button.
2. Select the Frequency (Day or Hour).

   The Rate, Begin and End Date fields will populate.

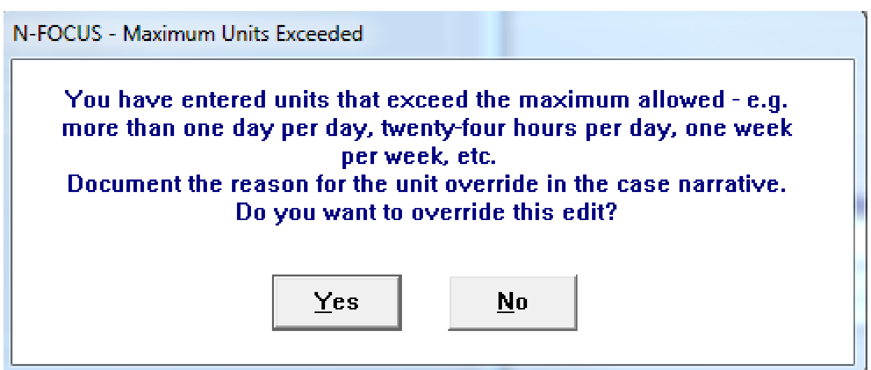
3. Select the Frequency Category as appropriate.
   a. Full Time
   b. Part Time
   c. School Age
   d. Full Time In Home
   e. Part Time In Home

The number of Units will populate based on the Service Authorization Dates. The number of units will be determined by using the number of days between the Service Authorization begin date and the end date, dividing that by 31 days, and using the result to determine the number of months. If the result has a fraction, the Unit amount will be the amount for the next higher month. The Units can be adjusted, if needed.



4. Save or Save and Close.

Note: If the number of units exceeds the maximum allowed, which may occur if the Service Authorizations Dates are less than full months, the Maximum Units Exceeded message will display.



- Click NO on the Maximum Units Exceeded message.
- Correct the number of Units. Click Add U/R.

Note: If the Service Authorization Dates are less than a month, the worker must change the number of Units as the minimum number of Units that displays is one month. If the Service Authorization Dates exceed 12 months, nothing populates in the Units box, and the worker must enter the appropriate number of Units.

CHARTS Referral (Change)

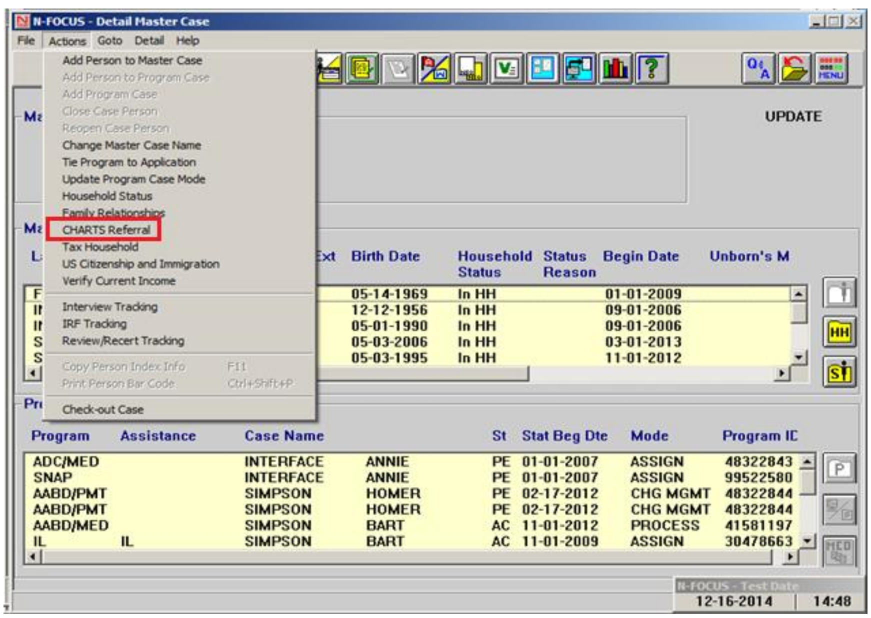
Workers will now be allowed to send CHARTS referrals on a Child Care Only case. Child Care Only referrals can be sent when the Child Care (CC) case is in Pending or Active status.

Before sending a new referral on a CC only case, N-FOCUS will check to determine if a CHARTS referral has had a CC referral sent in the last thirty calendar days. If one has been sent in the last thirty calendar days, then no new referral will be allowed to be sent. The worker will receive a message stating: **'CC only referral has been sent within the last 30 days'**.

Note: If for some reason a new CC referral does need to be sent, the Supervisor, Lead Worker, and Production support, will have the ability to send the referral.

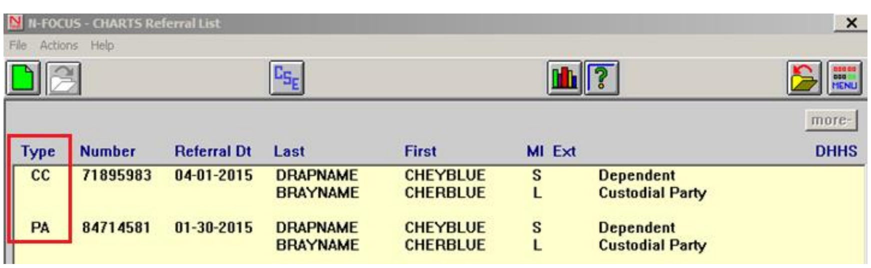
Child Support Services (CSE) will treat Child Care Only referrals in the same way as any Child Support case that had no Public Assistance (PA) cases open with DHHS. All other Programs referred will remain PA cases.

To begin the CHARTS Referral process, navigate to the Detail Master Case window and select Actions>CHARTS Referral.



CHARTS Referral List Window (Change)

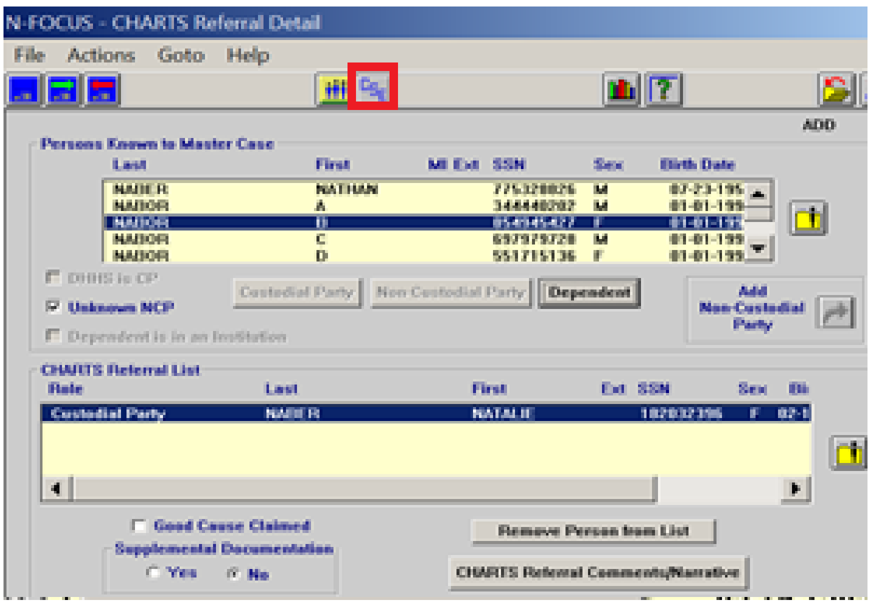
On the CHARTS Referral List window, you will now see a Type code that will be used so CSE can distinguish the difference between a Child Care Only (CC) and Public Assistance (PA) case.



CHARTS Referral Detail Window (Change)

The steps to create a CHARTS Referral have remained the same except for the following changes:

- On the CHARTS Referral Detail window, the worker will be required to select a custodial parent, non-custodial parent and/or Unknown NCP before they will be allowed to select any dependents.
- The selected Dependent must be in Active Status within the case, CC only program cases the Dependent must either be Pending or Active.
- Once the CP, NCP and/or Unknown NCP are selected, the Dependent push button will be enabled.
- If the CP, NCP, Unknown NCP, and dependent do not pass all the requirements for a CHARTS Referral, the worker will receive a pop-up message stating why the referral for that dependent cannot be created.

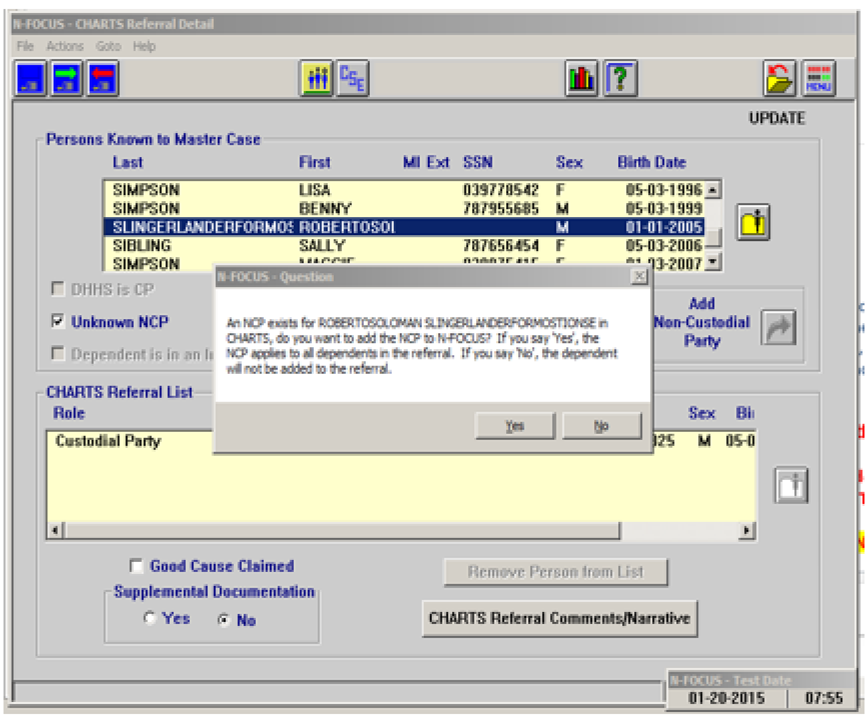


The following are new edits to determine if a CHARTS Referral can be created. These edits will be conducted automatically by N-FOCUS:

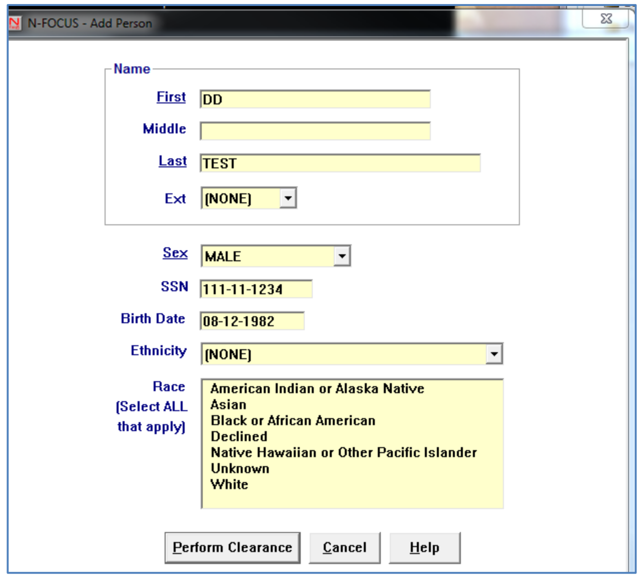
- When the new button is selected in the CHARTS Referral List window , the master case must have at least one active CHARTS referable program in order for the referral to be created, if it does not the worker will receive this message: <u>The referable program case is not in active status or pending status (CC).</u> Pending CC cases can be referred in pending status, and will not receive this message.
- When a worker tries to create a new referral on a dependent that is in a referable program, but the dependent is not in active status in the program, the worker will receive the message, <u>"Dependent Name" is not in active status or pending status (CC) in a CHARTS referable program'.</u> (Except CC only, as the dependent can be in pending status).
- If the referral is for a Children's MED program case, and the CP is not in active status, or Spend Down status in a med program, the worker will receive a message stating, <u>'Current case status does not allow for a CHARTS referral'</u> The reason for this

is because it will still be considered a Children's MED case, which is not a referable program. No referral will be created. If the CP is active or in Spend Down status in a MED case, no message will created and a referral will be created.

- If the CP is not in active status or an FR in a referable program the worker will also receive the message, <u>'Current case status does not allow for a CHARTS referral'</u>.
- If the referral does not contain a CP (or DHHS is CP or Dependent is in an institution), NCP (or Unknown NCP) and at least one dependent and a worker selects "Save & Close" or "Save & Next", the worker will get the following message: <u>'A CHARTS referral must contain a CP, NCP and at least one dependent before saving/sending'.</u> If the worker selects OK and selects "Save & Close" or "Save & Next" again, they will receive the same message. The worker will have to close out the window in order to get out of the Charts Referral Detail window
- When a worker creates a new referral on a dependent, N-FOCUS will check CHARTS to determine if there is an open CHARTS case, which included that dependent, CP and NCP (or Unknown-NCP). If there is an open CHARTS case, the worker will receive a message stating, <u>'CHARTS case already open'</u>. That dependent will not be moved into the Charts referral List box in the Charts Referral Detail window, and no referral will be created.
- When a worker creates a new referral, and selects an Un Known NCP for a dependent(s), N-FOCUS will check CHARTS to determine if there is a NCP listed for that dependent. If there is an NCP listed, the worker will receive a message stating**:** **<u>'An NCP exist for "dependent name" in CHARTS. Do you want to add the NCP to N-Focus? If you say 'Yes', the NCP applies to all dependents in the referral. If you say 'No', the dependent will not be added to the referral'</u>.**



- If the worker selects "No", that dependent will not be added to the CHARTS Referral, and no referral will be allowed for that dependent using a NCP, because CHARTS shows an NCP for them. If no NCP is found for the first dependent selected, that dependent will be added to the CHARTS Referral List box, N-FOCUS will then continue through the list of dependents highlighted until or unless, it finds an NCP for a dependent. Once an NCP is found for any dependent, N-FOCUS will not continue to check any of the remaining dependents for an NCP.



- If the worker selects "Yes" to the above message, N-FOCUS will take the worker to the Add Person window. The Add Person window will be pre-populated with the person data that CHARTS has on the NCP.
- Once the worker has completed the ARP resolution process to add this NCP to N-FOCUS, the NCP will be brought back into the referral. The worker can select the NCP, and add them to the referral.
- After this has been completed, all selected dependents in the referral will move down to the CHARTS referral List box in the CHARTS Referral Detail window, then a referral will be created for that dependent(s) using the found NCP.
- If the worker does not want to use the NCP listed in the referral that was brought back on another dependent, then they will need to remove that dependent from the CHARTS Referral List box, and a new referral for that dependent will need to be created.

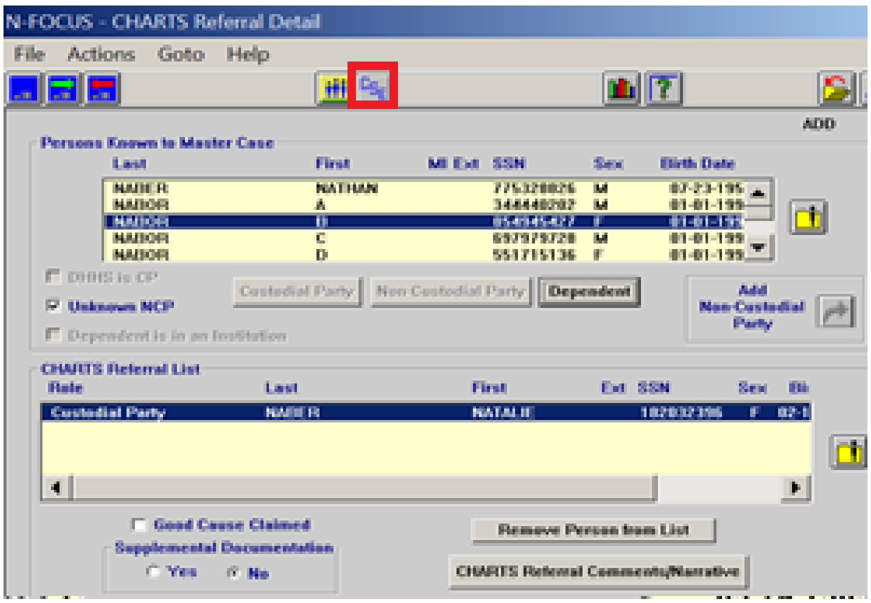
When the worker has selected all the dependents that they want to use for the NCP that is in the CHARTS Referral List, they can select "Save and Next", or "Save and Close".

- If the worker selects "Save and Close" and says "Yes" to the message **<u>Do you want to send a Charts referral now?'</u>** a referral will be created and sent, once a referral is sent, no updates will be allowed on that referral.
  - o The worker can then create additional referrals for the other dependents by selecting the "New" button.
- If the worker says "No" to the message, then the referral will be left in pending status, and no other referrals will be allowed to be created until action is taken on the pending referral.
  - o If the worker does try to create a new referral and there is a pending referral, they will receive this message **<u>'There is a pending referral. Complete or delete referral before adding a new CHARTS referral.'</u>**
  - o The worker will either have to send the pending referral(s) or delete them in order to create a new referral. The list window has a delete referral button under Actions, on the menu bar, in order to delete the referral.
- When the window is opened on a saved referral in order to make any updates before sending, N-FOCUS will run that referral through all the edits, on each entry in the CHARTS Referral List to confirm that the referral still passes all the edits.

- If the worker has created a Child Care only referral, and then the client applies for a PA program (ADC etc.), the worker will need to create a new referral for the Public Assistance program.
    - This is because CHARTS handles Public Assistance referrals differently from Child Care Only referrals.

Navigating to I-CHARTS (Change)

The CSE Interface Icon is now located on the CHARTS Referral Detail window. Selecting this icon will navigate you directly to I-CHARTS.



IRF Tracking Changes (Change)

The reason of Interim Report Form (IRF) not Received has been removed as a Case Closure reason. The Interim Report Form Tracking Window is now a “Read Only” window. You will not be able to make any updates to this window. The production of the Interim Report Form has been stopped.

ADC Earned Income Tracking Window (Change)

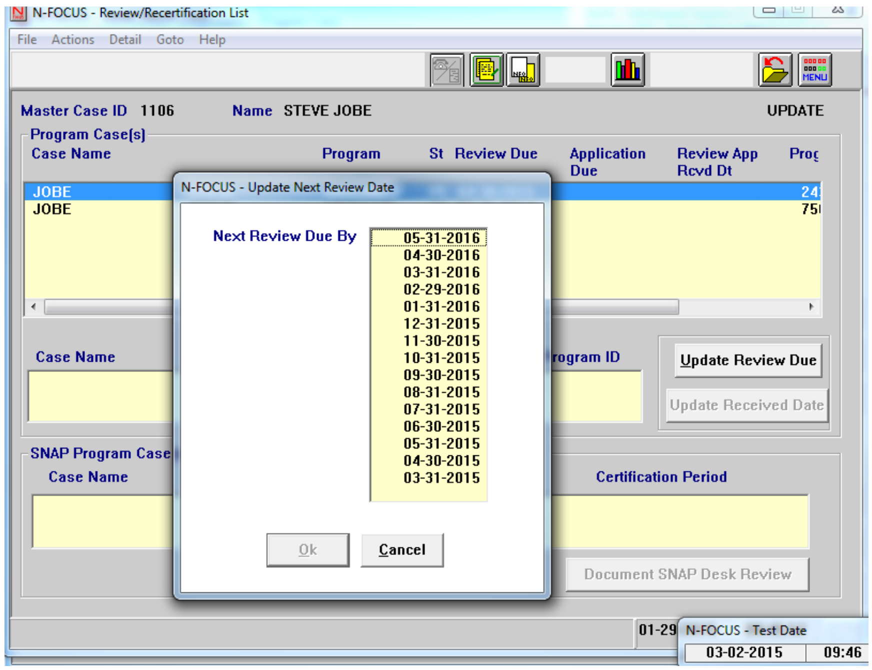
The ADC Earned Income Tracking Window is now a “Read Only” window. You will not be able to make any updates to this window.

Mainframe and Expert System Review/Recertification (Change)

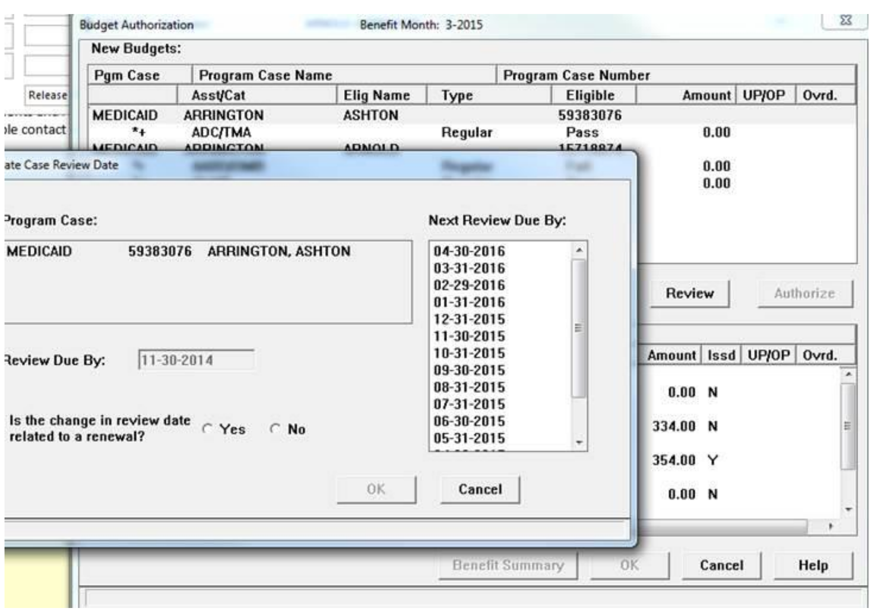
Review Tracking for program cases in Denied Status will now display.

In Review Tracking the Update Next Review Date drop down list has been changed to start at the top with the most future month and year and to end with the most current month and year. The same change was made in the Expert System Review/Recertification task and in Budget Authorization when authorizing Review budgets in the Expert System.

This should make Next Review Date easier to select.



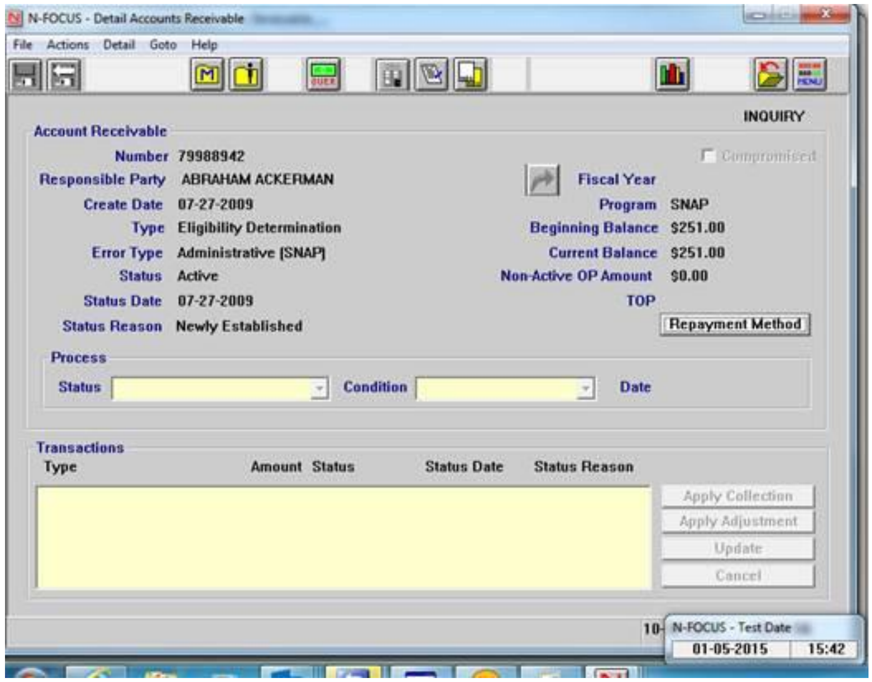
Expert System, Budget Authorization Review Tracking



Collections (Change)

Effective with this release only staff in the Issuance and Collections unit (ICC) will have the security to update Accounts Receivable. Those with previous update capability will now have Inquiry Only security.

Staff that currently have security to create External Overpayments will continue to be able to create External Overpayments and have update capability on the Overpayment windows. At this time the amount or percentage on the created Accounts Receivable will not update. ICC staff will update the monthly amount payable.



Regular Overpayments and Accounts Receivable will continue to be created by workers in the Expert System. If you need something changed in the Overpayments or Accounts Receivable windows contact ICC.

Food Coupons as Collection Type (Change)

Prior to the release, Food Coupons (paper food stamps) has been included on the selection list as a payment type for payments on Accounts Receivable. As Food Coupons are no longer issued anywhere in the United States, this option has been removed from the possible repayment methods in Collections.

LIHEAP Supplemental Payments Overpayments (Change)

The November, 2014 release introduced the ability to add LIHEAP overpayments associated with individuals on N-FOCUS. As of the March, 2015 release, N-FOCUS will not allow issuance of supplemental payments on any LIHEAP program which includes a participant who has an active LIHEAP overpayment type on the date that the supplemental payments are issued.

- If the overpayment ends on the same date that the supplemental payments are being issued, NFOCUS will issue the payment for the program.
- If the overpayment has not yet started as of the date that the supplemental payments are being issued, NFOCUS will issue the payment for that program.

List Service Type Window Sort/Filter Options (Change)

All of the column headings on the List Service Type window are now available for selection in both the Sort and Filter options. The following fields have been added to each dialog box.

Sort Dialog Box Fields:

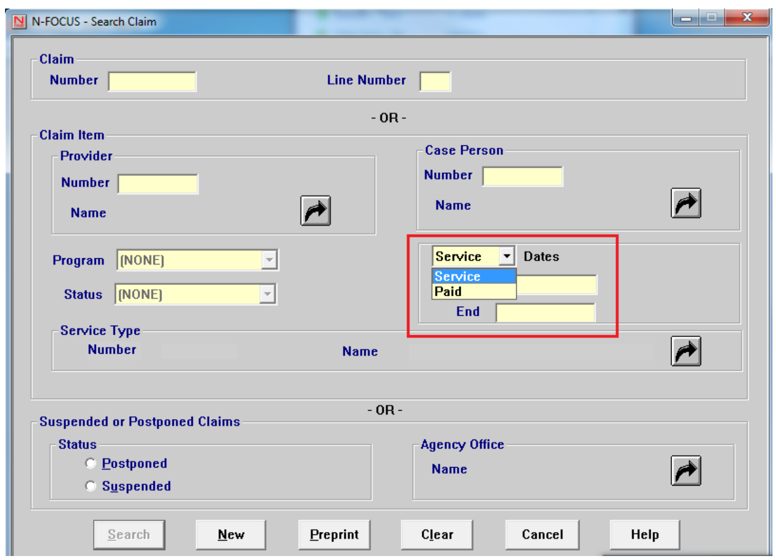
- Identification Number
- Status Begin Date
- Status End Date

Filter Dialog Box Fields:

- Name
- Identification Number
- Status Begin Date
- Status End Date

Search Claim Window (Change)

From the Search Claim window, you will now be able to search for claims based on either Service Dates or by Paid Dates. The default will be Service Dates but can be changed by selecting Paid Dates from the dropdown.

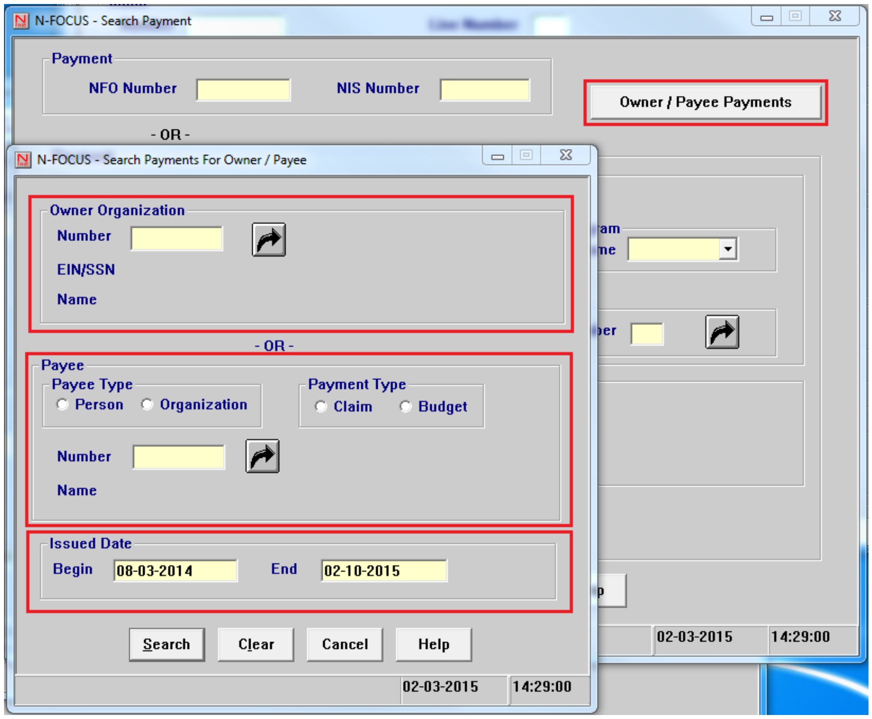


Note: The search will look at the date that the claim status was changed to Paid which is not the same as the Issued Date on the payment. The process to pay a claim typically begins (claim status is set to Paid) approximately 3 days prior to the Issued Date on the payment.

Search Payment Window (Change)

It is now possible to search for payments by Payee from the Search Payment window.

The pushbutton in the upper right corner of the Search Payment window has been changed from Owner Organization Payments to Owner/Payee Payments. When this button is selected, the Search Payments for Owner/Payee window displays.



Owner Organization Group Box – This search works as it has in the past and will be used to searches payments by owner Organization.

Payee Group Box – This new search option will allow you to identify either budget payments <u>or</u> claim payments based on the ID of the Payee.

Note: First you must specify whether the payee is a Person or an Organization. Then, because an Organization can be a payee for either claims or budget payments, you must specify either Claim or Budget. The out select arrow is used to navigate to either the Person Search or Search Organization to get the appropriate ID number. The date parameters are defaulted but can be changed.

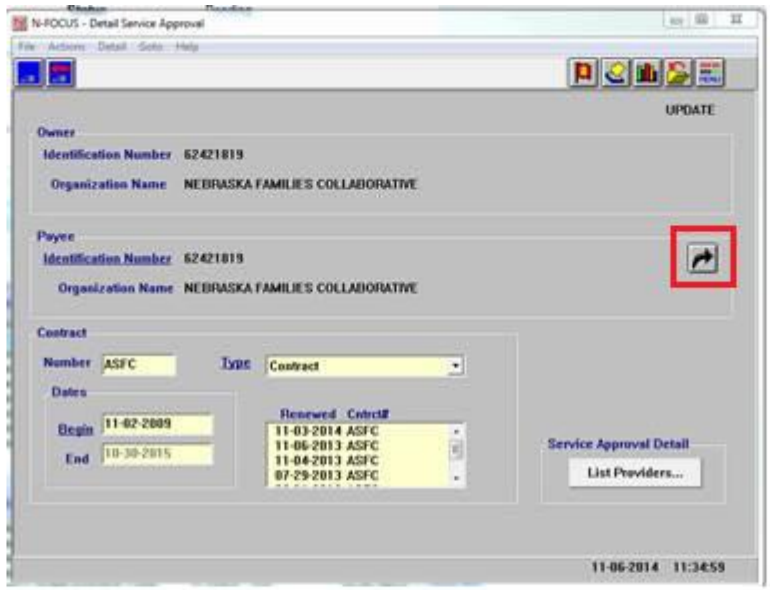
Issued Date Group Box - The date fields to tailor the search are now located at the bottom of the search window. N-FOCUS will set default dates but you can change the dates as needed.

Note: You will only be able to search by Payee for payments made on or after 3/18/15.

Detail Service Approval (Change)

The following changes have been made to updating a Payee for a Detail Service Approval:

1. When a new Detail Service Approval is created and saved the ability to update/change the payee will be disabled.
2. When the Payee Out Select button is selected a dialogue box will be display the following message:



Payee Tracking Attributes:

Tracking attributes will be added to the Service Approval Detail to determine who originally created the service approval and entered the payee information and who last update the Service Approval and Payee information.

To see the Tracking Attributes select the “Payee Information” from the Detail drop down within the Detail Service Approval window. If the Payee was create prior the N-FOCUS release the Original Payee will state “Payee Created Before Tracking Implemented.”

Home Again Service Authorization (Change)

Service Authorizations can be created for the Home Again Services when the AD Waiver program case is pending. It is the only AD Waiver service that allows Service Authorizations to be created when the AD Waiver case is pending. All other Services will require the program case to be active prior to the creation of Service Authorizations.

Interview Tracking (Fix)

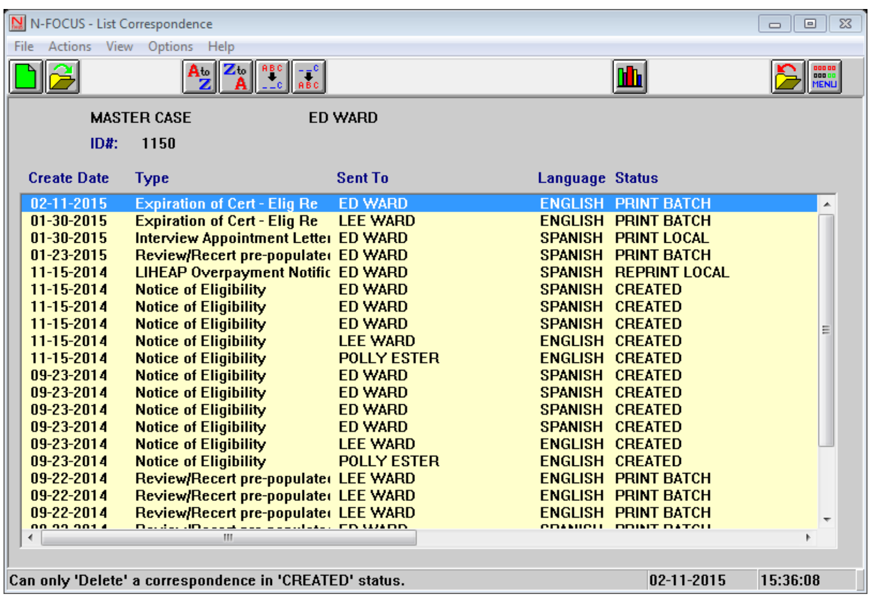
Interview type of Waived will no longer be updated when the Interview Not Held program runs. Waived interviews will remain as Waived.

When creating an Interview letter the person's telephone number certain telephone number types were not being recognized. Now all primary telephone numbers will be recognized.

Correspondence

Expiration of Cert – Elig Review Due (Change)

Previously, when a worker would create an EXPIRATION OF CERT – ELIG REVIEW DUE notice in Mainframe correspondence, the correspondence would not appear in the List Correspondence window. This has been corrected for the March 15, 2015 release.



Service Needs Assessment/Plan Notice (Change)

In order to be able to send the Service Needs Assessment Plan Notice to a client prior to a Provider being identified, this notice will now be separated into two notices. One for the Client and one for the Provider.

This change will apply to both PAS and SSAD/Chore.

PASS Notice of Action Spanish (Change)

The PASS Notice of Action is now available in Spanish with this release.

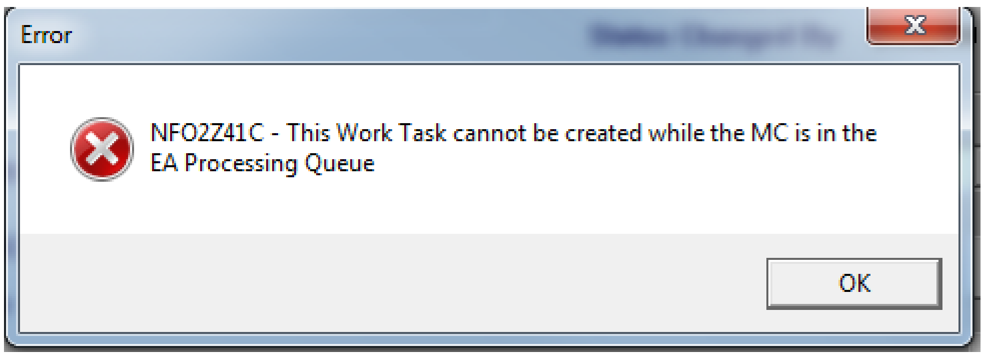
Service Needs Assessment Plan Notification (Change)

The following information has been added to the Service Needs Assessment Plan Notice:

- The Client's Person Number has been added to the Notice Header
- The SNA Assessment ID Number has been added to the Notice Header
- A description field has been added to provide specific parameters to a selected task

Work Tasks

If you attempt to create an EA Work Task for a Program Case when the Master Case is in the EA Processing queue, you will receive the following error.



Alerts

Alert #300 MESA (New)

This alert will be created when MESA attempts to process a case where a household member does not have a birthdate entered.

Alert Text:

At least one person in the Master Case does not have a date of birth. Enter the date of birth(s) of all members fo the Master Case, then process budget(s).

Alert #260 – Send CHARTS Referral (Change)

The Childcare Program has been added to this alert. The alert will be created for childcare cases in pending status where there is an absent parent and no CHARTS referral. It will be created again if the childcare case is activated and there still isn't a CHARTS referral on N-FOCUS.

Employment First Program Alerts (Change)

Person specific alerts will no longer be sent to Employment First workers. An example of this type of alert is alert 259- Interface Record.

Alert #516 EF Case Closed (New)

The Expert System will create a new alert when it closes the EF program case. Alert #516 will be directed to the Employment First worker to notify them that the EF case has been closed so they can update their files.

Alert Text:

EF Case Closed.

Alert # 514 (New)

A new Alert has been created whenever an SDM (APSS) is set to final Status. The Alert will be sent to any worker assigned to the Org Home Details.

Alert Text:

An SDM Assessment of Placement Safety and Suitability has been finalized for <Org Name>, <ID #>.

Electronic Application

E-Application Format (Change)

E-application will be updated with a new format in this release. The overall layout will start to have a standardized look that will allow for an eye flow for SSW and easier read for information.

- The Resources section has been updated but the other financial sections will be updated with the new format in July. An absent parent section has been added.
- The field “Parent of” will remain blank if a parent out of the home is added but not associated to a child in the home or is added for a pregnancy.

Household Member Sort (Change)

When information is entered on an e-application or retrieved from stored data and prefilled or on the PDF, the household members will be sorted with the Applicant listed first then other members of the household listed oldest to youngest.

Household Members

FIRST	MIDDLE	LAST	EXT	GENDER	SSN	BIRTH DATE	AGE
PATRICK*		PERRY*		Male*	XXX-XX-9595*	05-09-1969*	45
GARY*		WESTERN*		Male*	XXX-XX-9451*	05-26-1945*	69
GRANT*		WESTERN*		Male*	XXX-XX-3211*	09-15-1960*	54
GEORGE*		WESTERN*		Male*	XXX-XX-2145*	05-25-1966*	48
ADAM*		WEST*		Male*	XXX-XX-3323*	05-25-1970*	44
BROCK*		BROKER*		Male*	XXX-XX-0173*	03-16-1973*	41
WENDY*		WESTERN*		Female*	XXX-XX-8963*	05-15-1975*	39
AMY*		WESTERN*		Female*	XXX-XX-7147*	11-12-2012*	2
BOYD*		BROKER*		Male*	XXX-XX-7154*	01-31-2013*	1
PETER*		PERRY*		Male*	XXX-XX-6262*	06-26-2014*	0

SNAP and Additional Medical Expense Types (Change)

Applicants and household members who are requesting assistance for SNAP who are age 65 or older and has SSI or social security income will have the following additional medical expenses appear on the drop down list:

- Ambulance Insurance Premiums
- Prescribed Drugs including Over the Counter
- Psychotherapy Costs
- Rehabilitative Costs
- Telephone Tate for Lifeline or Medical-Alert System
- SNAP – SSI/SSA Payee Fee

Homemaker Services Removed from E-app (Change)

Homemaker Services has been removed from the list of services on the e-application. These are still services within SSAD and SSCF program descriptions but will not be a selectable service on the application.

Financial Questions (Fix)

At the beginning of each financial section, resources, income and expenses the applicant is asked if they or any household member has any of the category and yes/no radio button is available for selection. This question must be answered to continue from the page or the applicant may submit application without reviewing the information. If nether is selected, the following message will display on the application "Applicant did not complete this section". Prior to this release, the message was displaying if the user selected no.

Interpreter Needed (Change)

When an interpreter is requested on the e-application, the PDF will display the language selection. If other is selected and additional text is entered to the question "If other, which language?" this will also display on the worker view PDF. The question will not display if nothing is entered.

Copy and Paste Phone Number from PDF (Change)

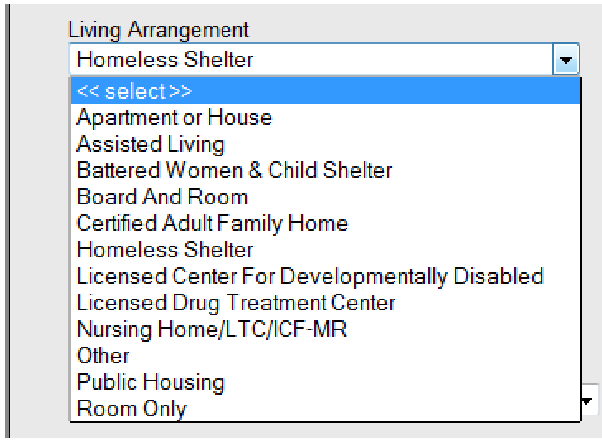
With this release, you will be able copy phone numbers from the PDF and paste them into N-FOCUS.

ACCESSNebraska Training Site (New)

With this release, we now have an ACCESSNebraska Training Site. Instructional information will be shared with service areas for office use and training. The site was developed as a way for DHHS staff to navigate ACCESSNebraska from a client view.

Homeless Shelter Living Arrangement (Change)

Homeless Shelter has been added to the Living Arrangement drop down section on e-application



ACCESSNebraska PIN Request with a Future Closed Date

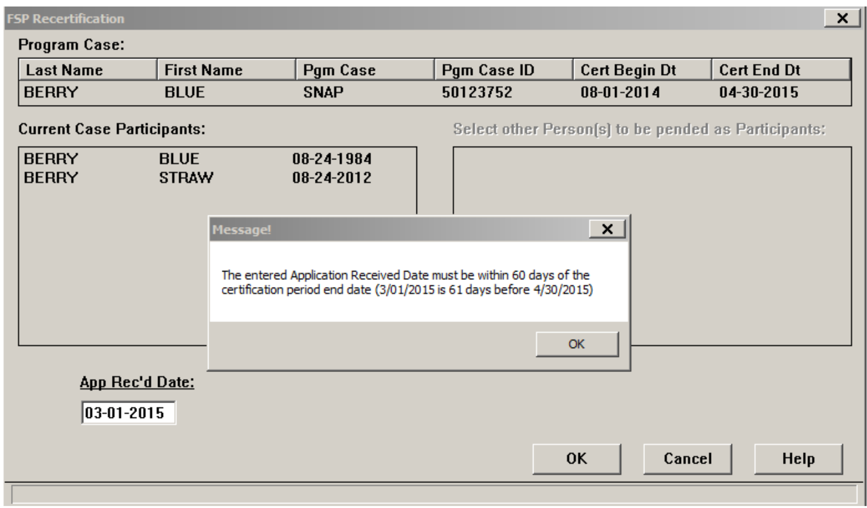
With the March release, clients who have an ACCESSNebraska account will be able to request a new PIN if their case has a future closed date. They will have this ability as long as the date of their request is within a month that they still have a program case in active status.

Expert System

SNAP Recertification Window (Change)

You can tie a recertification application 60 days prior to the recertification date. If the application received date is greater than 60 days from the recertification date you will receive a pop up message indicating that the application is greater than 60 days from the recertification date and you will not be able to continue with tying the recertification application.

If day 60 from the review day falls outside two calendar months (including the month the recertification is due), you will not be able to tie the application until the first of the next month (the month prior to the recertification date). For example: Recertification date is 03/31/2015. The first day an application can be accepted is 01/31/2015 (60 days from recertification date). Because this date falls outside of two calendar months from the retercification day (March and February) you will not be able to tie the application until 02/01/2015.



Automatic Close of Program Case (Change)

When we receive an alert from Vital Statistics regarding the death of a participant, if the participant is the only person in the Master Case, the active EA Program Case will automatically be closed. The cases will not be closed if there is an Active LIHEAP case, or if there are any pending cases.

An automated narrative will be created indicating that the program case was closed.

Vital Statistics Alerts will continue to be created for Programs not included in the automated closure.

Note: This change applies to EA only.

EF Program Closure if ADC is Closed (Change)

N-FOCUS will be setting the EF program to a closed (CL) status if the associated ADC program is closed unless:

-Closure of ADC is due to an Employment First sanction

<u>or</u>

-ADC budgeting fails due to **earned income**.

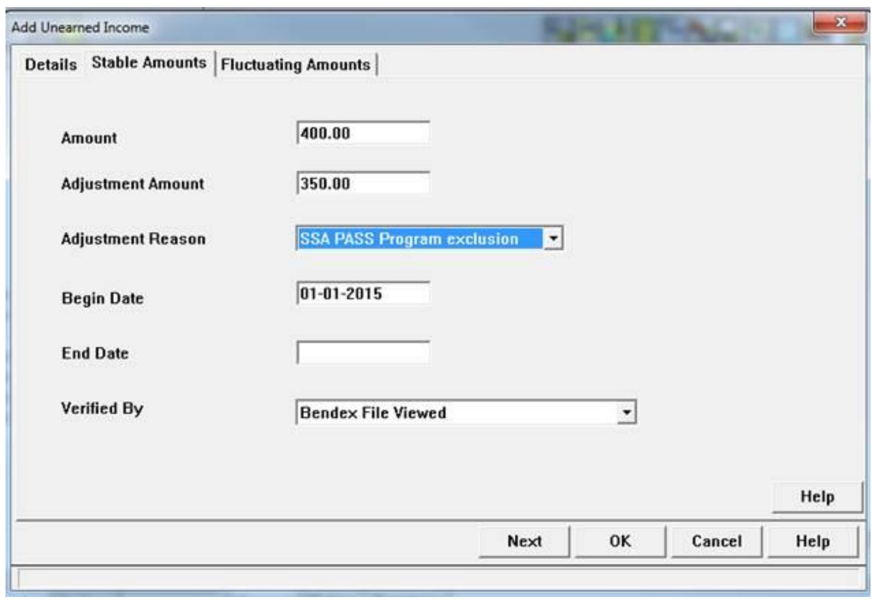
As these situations will require manual updates to the EF program, because some EF participants may not be eligible for transitional services, N-FOCUS will not be setting the EF program to Transitional (TR) status.

Unearned Income Task (Chang e)

A new Unearned Income Adjustment Reason code of SSA PASS Program exclusion has been added.

If a person is eligible for the Social Security Administration (SSA) PASS program and some or all of their income should not be counted for the SNAP or LIHEAP programs, enter the Adjustment Amount, select this exclusion reason and effective date.

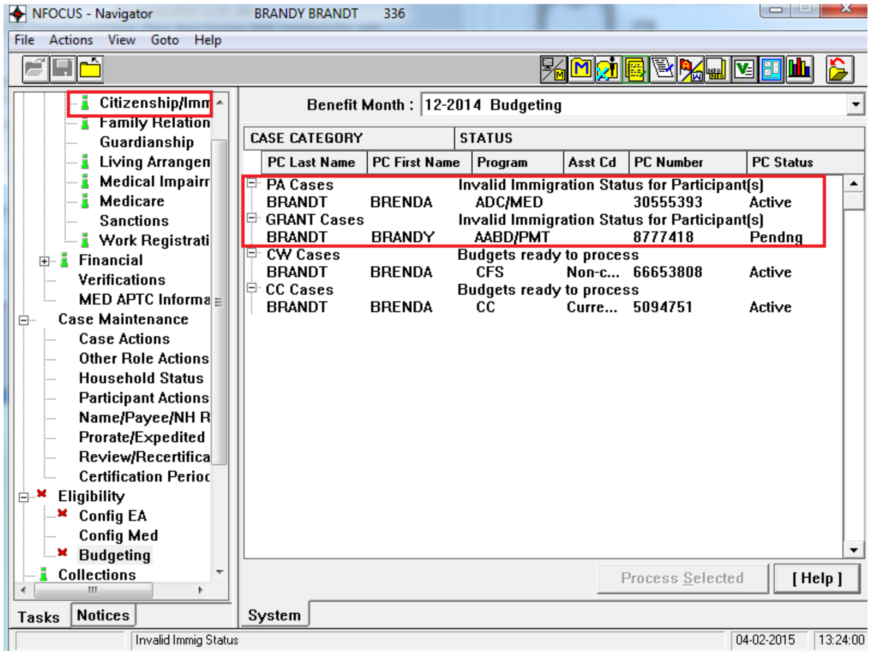
The Amount will not be included in the SNAP or LIHEAP budget calculation.



Citizenship/Immigration (Change)

Changes have been made to the Red X logic in Citizenship/Immigration regarding ADC, AABD/PMT, Child Care and SNAP budgeting.

The Red X will continue to appear on the Citizenship/Immigration task if person in an ineligible status is pending in a program case. The change is that if a person's Immigration status changes over time the case will be stopped at budgeting if the person is ineligible for the particular program case in the month being budgeted. Now, being ineligible in past months will not stop processing for a later month when the person is eligible.



Child Care 10% Earned Income Disregard (Fix)

N-FOCUS was figuring the 12 months continuous months of eligibility for child care cases with earned income during budgeting for *active* cases and prior but not if the case was in *pending* status.

For example the case had been active 12 consecutive months then closed. The Application was received and pended for the month of closing. When budgeting was ran, the prior 12 months of active status wasn't being recognized because the current status was pending, not active. The worker would be prompted to confirm yes or no 'has there been 12 consecutive months eligibility'.

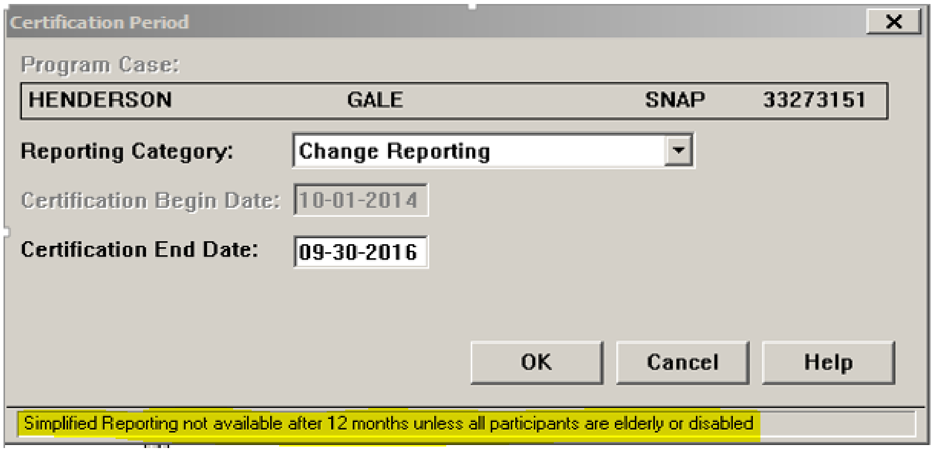
N-FOCUS will now detect the 12 active months prior to the pending month. Months must still be consecutive.

Child Care Review Date (Change)

When a Child Care Case is approved, the review date will be 12 months out from the first month made active.

SNAP Certification Periods (Change)

If you have a SNAP budget that has been denied two months in a row (application month and month following) for being over income or resources then re-processed for the application month, is approved, and there is not an active SNAP case within two calendar months prior to the current month you are processing you can now tie the Recertification application in Expert Systems.



SNAP Automated Certification Period (Change)

When a worker selects the reporting category when running a SNAP budget, the end date will auto populate based on the reporting category that is selected. The populated end date is only a suggestion, it is up to the worker to know if it is the appropriate end date for that particular case. The end date can be manually changed as needed.

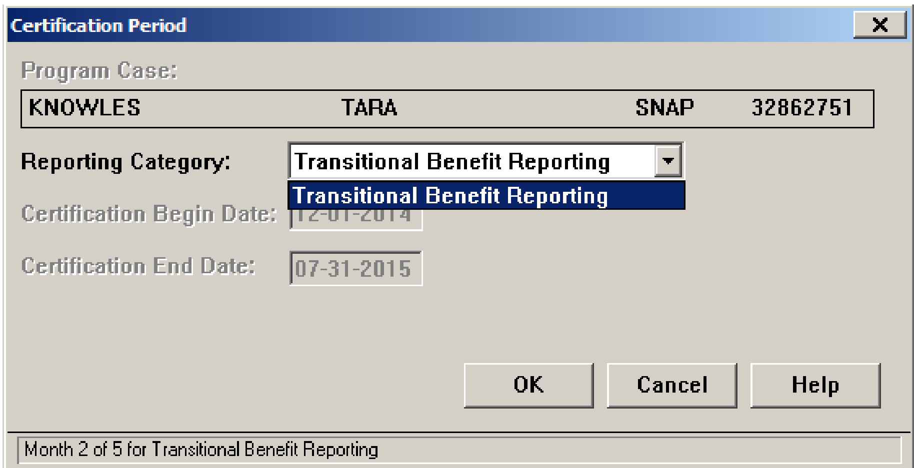
If Simplified Reporting is selected, the end date will auto populate to 6 months out. If Change Reporting is selected, the end date will auto populate to 24 months out. If Transitional Benefit Reporting Category is selected the end date will auto populate to 5 months out.

If the worker changes the Reporting Category from Simplified Reporting to Change Reporting during the Certification Period, the system will extend the end of the Certification Period to 24 months from the begin date of the Certification Period.
If the worker Changes the Reporting Category from Change Reporting to Simplified Reporting during the Certification Period, the system will change the end date to be up to 6 months from the month of change but not to exceed 12 or 24 months depending on Household Members.

If all adult household members are Elderly or Disabled then the end date will auto populate to 6 months from the month of change as long as the total time receiving SNAP does not exceed 24 months. If the 6 months will exceed 24 months then system will auto populate the end date to the 24^{th} month?

If there are adult Household Members who are not Elderly or Disabled then the end date will auto populate to 6 months from the month of change as long as the total time receiving SNAP does not exceed 12 months. If the 6 months exceeds 12 months the end date will auto populate to the end of the 12^{th} month. If the worker is trying to change the reporting category from Change Reporting to Simplified Reporting and not all adult Household members are Elderly or Disabled and the household has already received 12 months of SNAP, Simplified Reporting will not be an option. On the bottom of the Certification Window the message "Simplified Reporting not available after 12 months unless all participants are elderly or disabled" will be displayed.

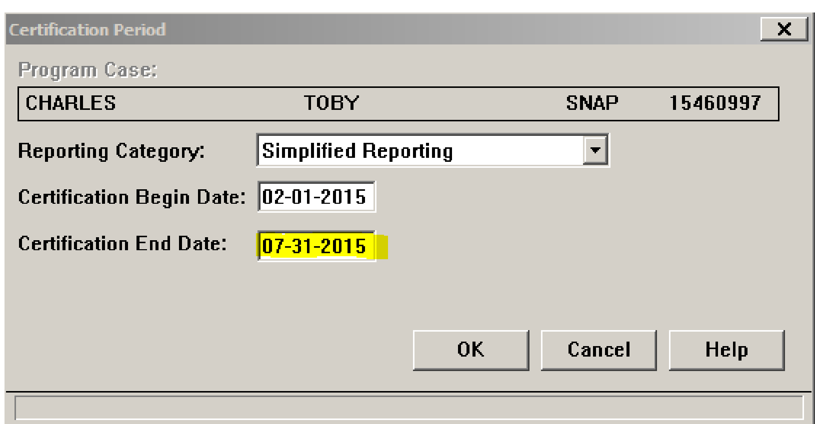
If the worker changes the Reporting Category from Simplified Reporting/Change Reporting to Transitional Benefits Reporting, the certification period end date will change to 5 months from the month of change. Once the effective date for Transitional Benefit Reporting has passed, the worker will not be able to change the reporting category. There will be no option to select Simplified Reporting or Change Reporting. If it is prior to the effective date for TBR Category, the worker will have the option to change it out of TBR.



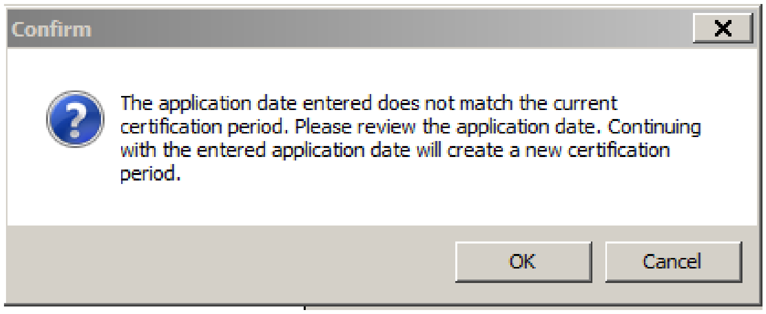
If there is a future dated budget and the worker tries to change the reporting category to a budget prior to the future dated budget the end date will remain the same as the future dated budget. Worker will have to manually edit the end date as needed in those situations.

SNAP Re-Open or Re-Pend (Change)

If a SNAP case is closed and is being re-opened/re-pended and there is an existing certification period, a Pop up message will display if the worker uses an application date that does not match the application date used when establishing the existing Certification Period.



The Pop up reads: "The application date entered does not match the current certification period. Please review the application date. Continuing with the entered application date will create a new certification period." The buttons on the pop up are "Ok" which allows you to continue with what you have entered and "Cancel" which allows you to stop and enter the correct application date if needed. If you continue with a different application date, a new certification period will be populated.

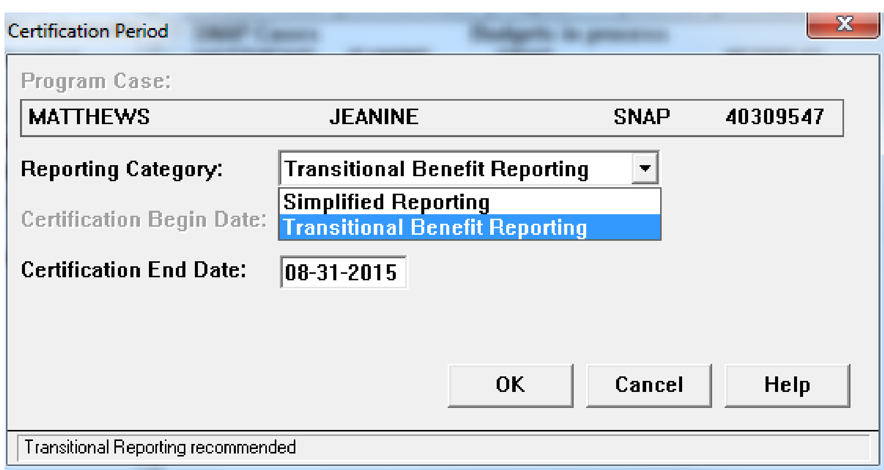


SNAP Transitional Benefit Reporting (Change)

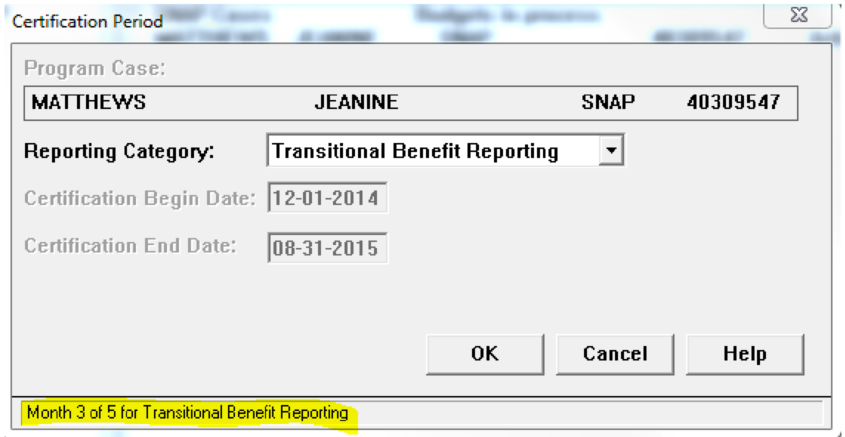
Effective 04/01/2015, Expert System will Suggest Transitional Benefit Reporting (TBR) Category and populate the end date when processing a SNAP budget. Expert System will suggest TBR as a reporting category if the following are met:

- ADC is closed for a reason other than a Sanction
- ADC payment was included in the previous month's SNAP budget
- There is a common Participant between ADC and SNAP
- There is not a Participant in the SNAP Unit Size that has a sanction
- The SNAP budget is run the same month ADC is closed

If TBR is suggested but the SNAP case should not go TBR the worker can change the reporting category to the previous month's reporting category.



When budgeting a SNAP budget that is already in TBR status, the number of TBR months will be displayed at the bottom of the Certification window.

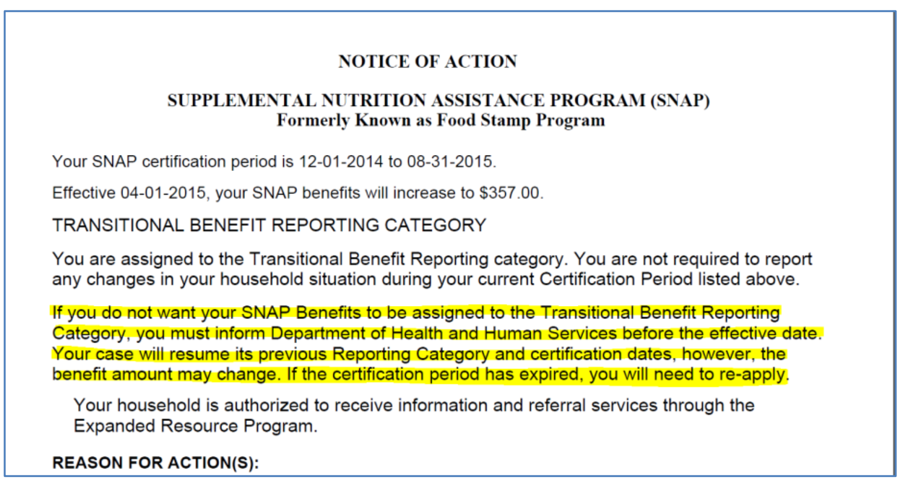


The end date can be changed as needed. If there are multiple ADC payments included in the same SNAP budget, all ADC cases have to be closed in order for the system to suggest TBR.

SNAP TBR Notice (Change)

When a SNAP case goes into the Transitional Benefit Reporting Category, New wording will be displayed on the notice. The wording that will display on the notice created in Expert will read "If you do not want your SNAP benefits to be assigned to the Transitional Benefit Reporting Category, you must inform Department of Health and Human Services by __/__/__ (SNAP Cut Off). Your case will resume its previous Reporting Category and certification dates, however, the benefit amount may change. If the certification period has expired, you will need to re-apply."

Note: If this notice is created in the Mainframe, the SNAP Cut Off Date will not display. Instead the notice will ask the client to inform Department of Health and Human Services before the Effective date.



NOTICE OF ACTION

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)
Formerly Known as Food Stamp Program

Your SNAP certification period is 12-01-2014 to 08-31-2015.

Effective 04-01-2015, your SNAP benefits will increase to $357.00.

TRANSITIONAL BENEFIT REPORTING CATEGORY

You are assigned to the Transitional Benefit Reporting category. You are not required to report any changes in your household situation during your current Certification Period listed above.

If you do not want your SNAP Benefits to be assigned to the Transitional Benefit Reporting Category, you must inform Department of Health and Human Services before the effective date. Your case will resume its previous Reporting Category and certification dates, however, the benefit amount may change. If the certification period has expired, you will need to re-apply.

Your household is authorized to receive information and referral services through the Expanded Resource Program.

REASON FOR ACTION(S):

Supplemental Nutrition Assistance Program (SNAP) formerly known as the Food Stamp Program

Your application has been approved for 5-2015. The monthly benefit is $357.00.

Individual	Status
JEANINE MATHEWS (Head of Household)	Eligible
MARC MATHEWS	Eligible

This program will be due for Recertification or Eligibility Review as of 8-31-2015.

Your certification period is 12-1-2014 to 8-31-2015.

The benefit amount(s) listed above may be reduced if your household has a SNAP claim that has not been paid in full.

You are assigned to the Transitional Benefit Reporting category. You are not required to report any changes in your household situation during your current certification period.

If you do not want your SNAP benefits to be assigned to the Transitional Benefit Reporting Category, you must inform Department of Health and Human Services by 4-28-2015. Your case will resume its previous Reporting Category and certification dates, however, the benefit amount may change. If the certification period has expired, you will need to re-apply.

For free legal services, contact Nebraska Legal Services. In Douglas, Sarpy and Dodge counties, call 348-1060. All other counties, call 1-877-250-2016. If you are 60 years of age or older, call (in Omaha) 827-5656 or (statewide) 1-800-527-7249.

Please remember if you receive assistance other than SNAP, you are required to report all changes in your situation within 10 days from the date of the change.

3rd Trimester Unborn Configuration (Change)

If an ADC case includes an Unborn who is in the 3rd trimester of pregnancy in order to add the unborn to the grant the following steps must be taken:

- Make sure the pregnancy is verified. (in the Verification task in Expert under the mothers name.)
- Go to Participant Actions to reopen the unborn as a participant.
- Run EA Configuration prior to budgeting.

If budgeting is attempted prior to the above steps the following message will be displayed:

CASE CATEGORY		STATUS			
PC Last Name	PC First Name	Program	Asst Cd	PC Number	PC Status
GRANT Cases		Invalid Excluded Child			
SANDS	TOTO	ADC		67224666	Active

Invalid Particpant(s)

Unable to run GRANT Budget Category.

The unborn listed below is in the 3rd trimester during this benefit month. Reopen the unborn in Participant Actions.

UNBORN (due) SANDS 07-15-2015

NOTE: If the Unborn is already included in the ADC grant you will still get this message in budgeting until the unborn' s role has been changed from an Excluded Child to a Participant.

ADC Closure Pop Up (Change)

When ADC is closed in Case Maintenance, or fails for being over income/resources when being budgeted, a new pop up message will display. The pop up message will read "The ADC Program Case is closing. Please review SNAP budget.

Health Check (Change)

The Health Check task has been removed from the Expert System. Health Check activities are now handled by the Managed Care Organizations.

Assignment of EF Program Case when added in Expert (Fix)

Prior to this release, when the ADC program case was assigned to the EA Processing positon and an EF program case was added in Expert, the EF program case was auto-assigned to the EA Processing position. With this release, the EF program case will be assigned to the default positon (99999999) of the office of the logged on user. The EF program case will need to be assigned in the Mainframe.